CLAIMS

Claims 1-27 (Cancelled)

28. (Previously Amended): An automated customer service system for establishing a line of communication with a system user and a selected customer service agent according to a selected mode of communication comprising:

a processing device in connection with a communications device wherein the processing device is configured to present a plurality of interactive screen displays the system user connecting with the processing device using a web browser, the plurality of interactive screen displays including:

an identification screen display configured for the system user to enter identification information;

a communications mode screen display which present a plurality of modes of communication each of which are selectable by the system user in order to establish real time connection with an identified service agent by the selected mode of communication which includes at least one of: audio, video, and data conferencing; and

a call status display which is presentable to the system user who has selected to wait in a queue, wherein the call status display provides wait time information for the system user as well as at least one alternative system user activity which includes at least one of: visiting at least one website and providing call back information which includes the selected mode of communication; and

a call back display configured so that the system user may select from the plurality of modes of communication for a call back as well as a preferred time for the call back; and

said processing device being further configured to store the preferred time for the call

back and the selected mode of communication for the call back in memory and to periodically search the memory and automatically schedule the call back with an identified service agent.

29. (Original): The system of claim 28 further including a service agent display which is presentable to the system user wherein the service agent display includes profile information for the identified service agent.

30. (Original): The system of claim 28 further including a supervisor interface through which at least one of may be performed: the agent status may be viewed, agent profile information may be viewed, and the agent profile information may be edited.

Claim 31 (Cancelled)

32. (Original): The system of claim 28 wherein the call status display further include position information in the queue for the system user.

33. (Original): The system of claim 28 wherein the agent status includes at least one of: agents currently active, identification information for connections in the queue, change of agent status.

34. (Original): The system of claim 28 further including a screen display for viewing the profile information for the system user waiting in the queue.

35. (Original): The system of claim 34 wherein the communications network is at least one of: the World Wide Web and the public switched telephone network.

36. (Previously Amended): A method of establishing a line of communication between a system user and a service agent comprising the step of:

presenting an identification screen display to system user that connects over a communications network using a web browser, said identification screen display being configured for the system user to enter identification information;

upon receipt of the identification information, presenting a communications mode screen display which present a plurality of modes of communication each of which are selectable by the system user in order to establish a real time connection with an identified service agent, wherein the selected modes of communication include at least one of: audio, video, and data conferencing;

detecting selection of one of the modes of communication and automatically determining whether one of the agents is free to receive a communication from the system user, and if one of the service agents is free establishing a line of communication according to the selected mode of communication;

if one of the service agents is not available, presenting a screen display to the system user indicating whether of the service agents is free and if the system user wishes a call back or to be placed in a queue;

if the system user selects to be placed in a queue, presenting a call status display which displays at least one of: wait time information for the system user and queue position information for the system user;

if the system user wishes a call back, presenting a call back display configured so that the system user may select a mode of communication for a call back as well as a preferred time for the call back and storing; and

storing in memory the selected call back time and mode of communication and periodically searching the memory to retrieve the stored information and automatically scheduling a call back to the system user using the selected mode of communication.

37. (Original): The method of claim 36 further comprising the step of presenting a profile display to the system user for the agent to which the system user has been connected.

Claim 38 (Cancelled)

39. (Original): The method of claim 36 further comprising the step of initiating a call back to the system user at the selected time via the selected mode of communication.

40. (Original): The method of claim 39 wherein the selected modes of communication include at least one of: audio communication, video communication, and data communication.

41. (Original): The method of claim 36 further comprising the step of generating a presenting a supervisor interface which includes at least one of: current status of the agents connected to the network and profile of one or more of the agent.

42. (Original): The method of claim 41 further comprising the step of editing the agent profile based on input received through the supervisor interface.

43. (Original): The method of claim 41 further including the step of generating and presenting a screen display for viewing the profile information for the system user waiting in the queue.